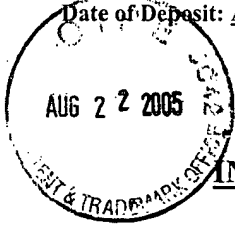


Date of Deposit: August 22, 2005



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Peter Tavernese Jr.

Examiner: Nguyen, Q.H.

Serial No.: 09/745,305

Group Art Unit: 2642

Filed: December 21, 2000

Confirmation No: 2060

Attorney Docket No.: 27996-133 (formerly  
103180-45024)

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH  
CUSTOMER SERVICE AGENTS**

Mail Stop: Responses/Amendments  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**PRELIMINARY AMENDMENT**

Sir:

In response to the Office Action, dated April 22, 2005 and the Advisory Action dated August 9, 2005 please amend the application as follows:

**Listing of the Claims** begins of page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.